

# 911

Knowing how to use 911 is very important. 911 is the phone number to call whenever there is an emergency and you need the police, firefighters or an ambulance.

When you dial 911, a worker on the other end of the phone – normally at the local police or fire station – can send help.

## When you should call 911:

1. A fire at your house or a neighbor's house
2. If you see a crime (like someone hurting another person, breaking into a house or stealing)
3. A car accident
4. If someone is hurt very badly or not breathing

## When you should NOT call 911:

1. If it is not an emergency
2. As a prank or a joke
3. When your pets are sick

## How to call 911:

1. Find the nearest phone. It can be the phone that stays in your house, a cell phone or a payphone.
2. Push the number “9”, then “1”, then “1” again on the phone.



3. Wait for someone to answer the phone. The person who answers is called a “dispatcher” and will help you.
4. Stay calm. When the worker answers, tell him or her what is wrong. Tell the worker where you are.
5. Remember that the worker can’t see you, so speak clearly. Answer all of his or her questions.
6. Don’t hang up until the worker says you can. Follow all of his or her instructions.

## Tips For Parents

- Do not refer to 911 as “nine-eleven.” This can confuse kids since there is no “11” button on the telephone. They may also confuse it with September 11th.
- Post your address near the phone in addition to encouraging your kids to memorize it. Even adults have been known to forget their addresses or phone numbers in an emergency.
- If anyone dials 911 by accident, do not hang up. Wait until a dispatcher answers and then explain the mistake.



**You and your parents can learn more  
about your telephone and utility services  
at [www.IN.gov/OUCC](http://www.IN.gov/OUCC).**



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